

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Frederic P. Messinger and Bruce E. Nevin
Application No.: 09/345,903 Group: 2174
Filed: July 1, 1999 Examiner: Tran, Mylinh T.
Confirmation No.: 1807

SCF
#19
8/20/04

For: METHOD AND APPARATUS FOR SOFTWARE TECHNICAL
SUPPORT AND TRAINING



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AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

This Amendment is being filed in response to the Final Office Action mailed from the U.S. Patent and Trademark Office on April 7, 2004 in the above-identified application. Reconsideration and further examination are requested. Applicant requests an Examiner's Interview to discuss this amendment.

An extension of time to respond to the Office Action is respectfully requested. A Petition for Extension of Time and the appropriate fee are being filed concurrently with this Amendment.

Please amend the application as follows: